

FIG. 1

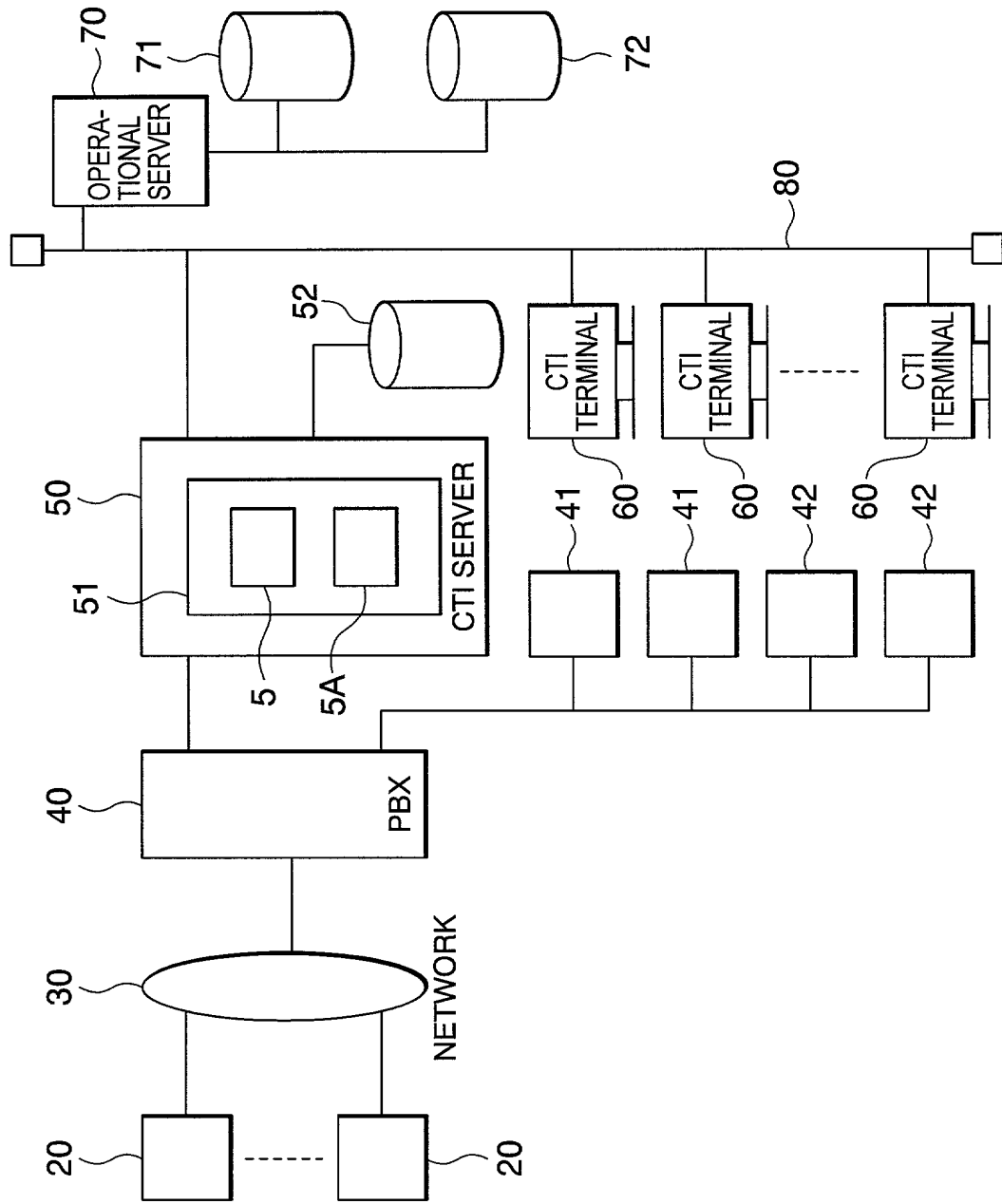


FIG. 2

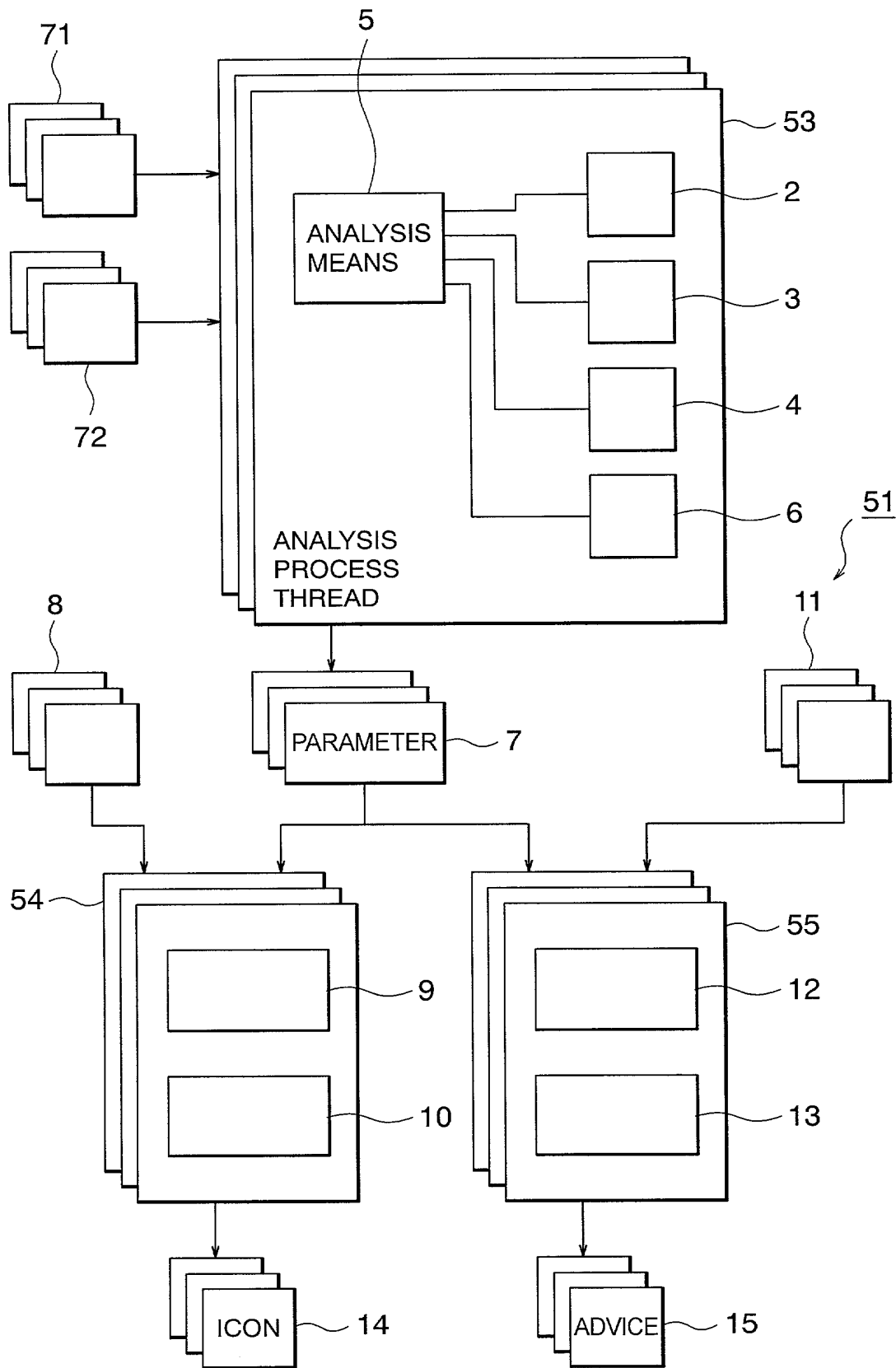


FIG. 2

### FIG. 3A

2

TELEPHONE NUMBER	NUMBER OF CALLS	INCOMING TIME
xxx-xxx-xxxx	5	10:32

### FIG. 3B

3

TELEPHONE NUMBER	INDIVIDUAL DEALING CARD	.....	INDIVIDUAL DEALING CARD
xxx-xxx-xxxx	1	.....	3

	DURATION (SECONDS)	ACCUMULATED DURATION(SECONDS)	RATIO (%)	NUMBER OF TIMES
CONVERSATION	3	60	60	
SPEECHLESS	2	5	5	1
PAUSE	10	35	35	2

### FIG. 3C

4

NUMBER OF TRANSFERS	TELEPHONE NUMBER	RELEVANT DEPARTMENT
0	xxx-xxx-xxxx	GENERAL AFFAIR SECTION
1	xxx-xxx-xxxx	THIRD BUSINESS SECTION
2	xxx-xxx-xxxx	FIRST BUSINESS SECTION

### FIG. 3D

6

TELEPHONE NUMBER	NUMBER OF INCOMING CALLS	INCOMING CALL CARD	.....	INCOMING CALL CARD
xxx-xxx-xxxx	3	1	.....	3

NUMBER OF CALLS	INCOMING TIME
10	10:35

T02030 55922550

7A

WAITING TIME	FEELING INDEX
5 SECONDS	10
10 SECONDS	20

FIG. 4A

7B

NUMBER OF IN-COMING CALLS	POINT
1	0
2	3

FIG. 4B

7C

NUMBER OF TRANSFERS	POINT
1	4
2	8

FIG. 4C

7D

RATIO OF SPEECH-LESS PERIOD	FEELING INDEX
~5%	1
40%	10

FIG. 4D

7E

NUMBER OF SPEECH-LESS PERIODS	POINT
1	0
2	3

FIG. 4E

7F

TOTAL FEELING INDEX	ICON LEVEL
10~20	Smile2_1
50~60	Angry3_1

7G

TOTAL POINT	ICON LEVEL
1~3	Smile2_2
25~40	Angry3_2

FIG. 4G

FIG. 4H

7H

ICON LEVEL	DISPLAY OF NUMBER OF TIMES	ICON TO BE DISPLAYED
Smile2_1	NO	Smile2_1.gif
Smile2_2	YES	Smile2_2.gif
Angry3_1	NO	Angry3_1.gif
Angry3_2	YES	Angry3_2.gif

FIG. 4I

7I

NUMBER OF IN-COMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	ADVICE
0~3	0	0	Advice 1
0	0~2	0	Advice 3
0	3~4	0	Advice 4
0	0	0~5	Advice 7

FIG. 4J

7J

TOTAL FEELING INDEX	NUMBER OF IN-COMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	TOTAL POINT	ICON 1 TO BE DISPLAYED	ICON 2 TO BE DISPLAYED
60	1	3	5(%)	33	Angry3_1.gif	Angry3_2.gif

FIG. 4K

7K

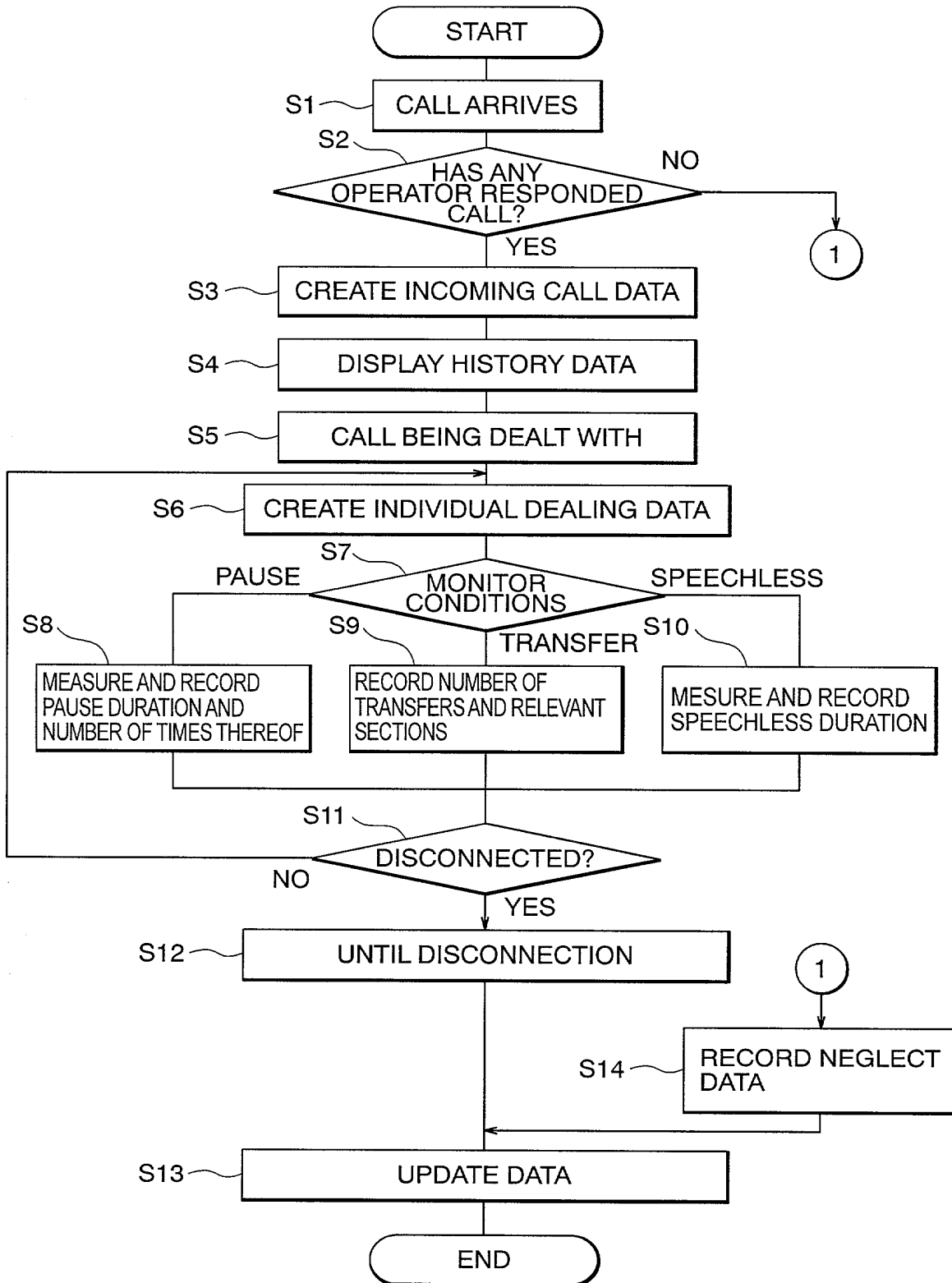
ICON TO BE DISPLAYED AND THE LIKE	ADDRESS
Smile2_1.gif	ADDRESS a
⋮	⋮
Advice 1	ADDRESS b
⋮	⋮

FIG. 5

FOUO 692660

<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
<h2>LIST OF NEGLECTS</h2>				
<p>CALLS FROM CLIENTS BELOW HAVE BEEN NEGLECTED. CALL THEM NOW IF POSSIBLE AND ASK WHAT THEY WANT.</p>				
No	TELEPHONE NUMBER	NAME	NUMBER OF NEGLECTS	FINAL RECEPTION
1	022-456-1111	FUJIKO TATEBAYASHI	3	2000/3/2 16:23
2	023-321-3333	FUJIO KOYAMA	2	2000/3/2 14:10
3	022-234-4455	MICHIYO KAWASAKI	1	2000/3/1 17:30
4	022-289-5678	TOMIKICHI SHIKANUMA	1	2000/3/2 10:10
<input type="button" value="TO OUTGOING CALL SCREEN"/> <input type="button" value="END"/>				

FIG. 6



TOP SECRET 66922650

FOCUS 6692660

FIG. 7A

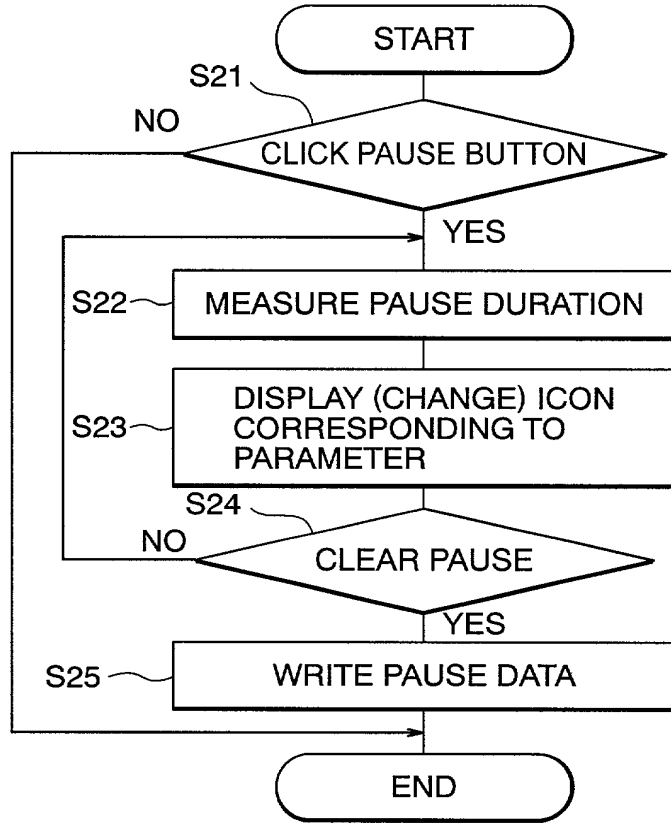
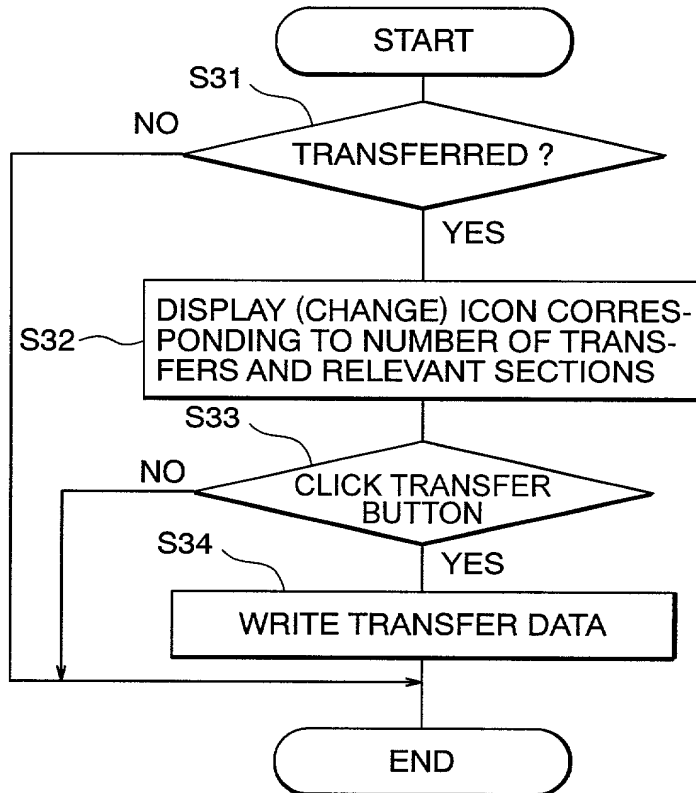


FIG. 7B





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FIG. 8A

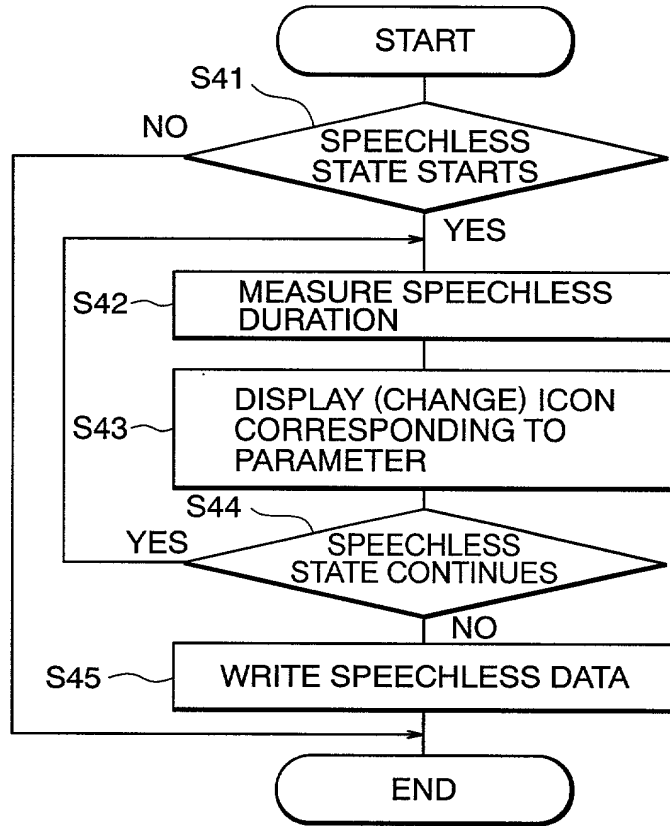
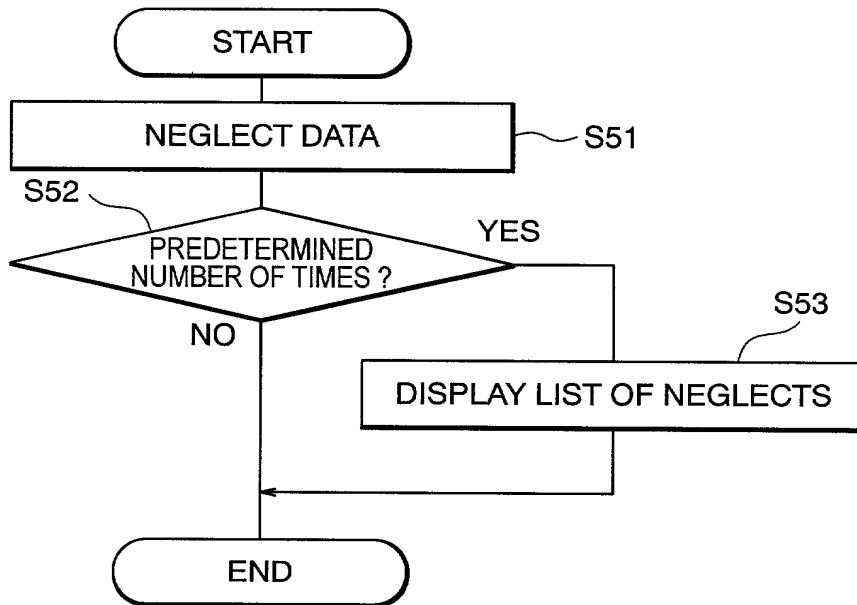


FIG. 8B




# FIG. 9


RECEIVING		ICON DISPLAY AREA		ADVICE DISPLAY AREA	
KEPT CLIENT WAITING FOR 4 SECONDS					
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE		DISCONNECT
CLIENT INFORMATION		DEALING HISTORY		DEALING PATTERN	
<p>-----*-----</p> <p>99/09/08 16:45:48 OPERATOR: SACHIKO SATO            CONDITIONS OF CLIENT: NORMAL            INQUIRY: CLIENT HAS NOT RECEIVED PAMPHLET HE OR SHE REQUESTED ON 9/1            ACTION: CHECK FOR DELIVERY → NOT FOUND IN DELIVERY LIST (INTERNAL COMMUNICATION FAILURE?)            TAKE IMMEDIATE ACTION (PERSON IN CHARGE: SASAKI OF FIRST BUSINESS SECTION)</p> <p>-----*-----</p> <p>99/09/12 16:45:48 OPERATOR: KEIKO ABE            CONDITIONS OF CLIENT: FAVORABLE            INQUIRY: PROCEDURE FOR SUBSCRIPTION TO NEW SERVICE            ACTION: EXPLAIN SERVICE AND HOW TO FILL IN APPLICATION FORM</p>			▲	OPERATOR	TATSUO FUJI
			▼	CONDITIONS OF CLIENT	
			▼	FAVORABLE ▼	
			▼		
			▼	PLAY PAUSE STOP REC	
◀ ▶			▼	REGISTER COMMENT	
0223334444 0191112222 2:15PM FEBRUARY 14 (MON.)			INTO INCOMING CALL WAITING STATE		

T02030" 65922660


# FIG. 10A

RECEIVING					
KEPT CLIENT WAITING FOR 1 SECOND					
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL		
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	

# FIG. 10B

RINGING					
KEPT CLIENT WAITING FOR 3 SECONDS					
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL		
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	

# FIG. 10C

RINGING					KEPT CLIENT WAITING FOR TOO LONG TIME. APOLOGIZE CLIENT FOR WAITING FOR LONG TIME.
KEPT CLIENT WAITING FOR 20 SECONDS					
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL		
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	

# FIG. 10D


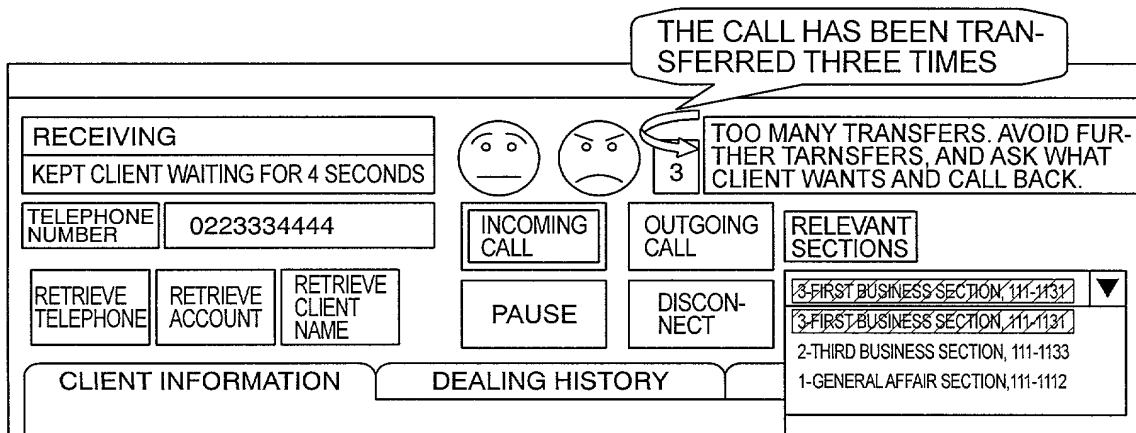
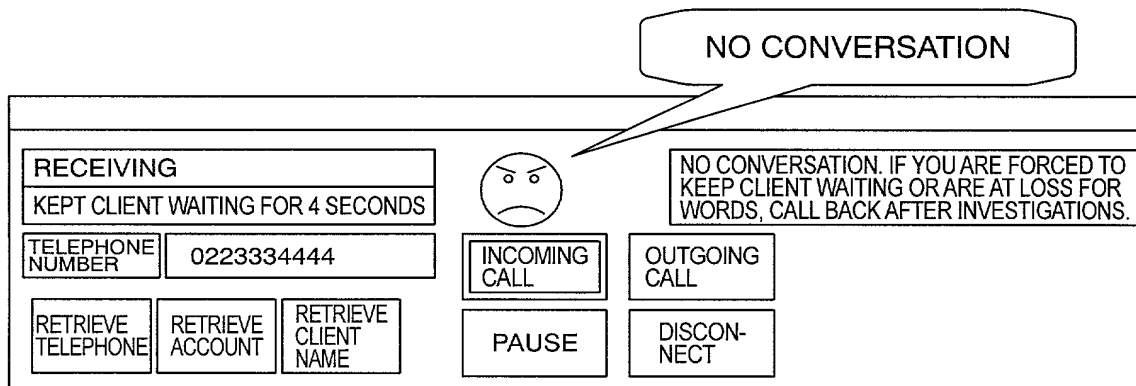
RINGING					KEPT CLIENT WAITING FOR TOO LONG TIME. APOLOGIZE CLIENT FOR WAITING FOR LONG TIME.
KEPT CLIENT WAITING FOR 30 SECONDS					
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL		
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	

FIG. 10A

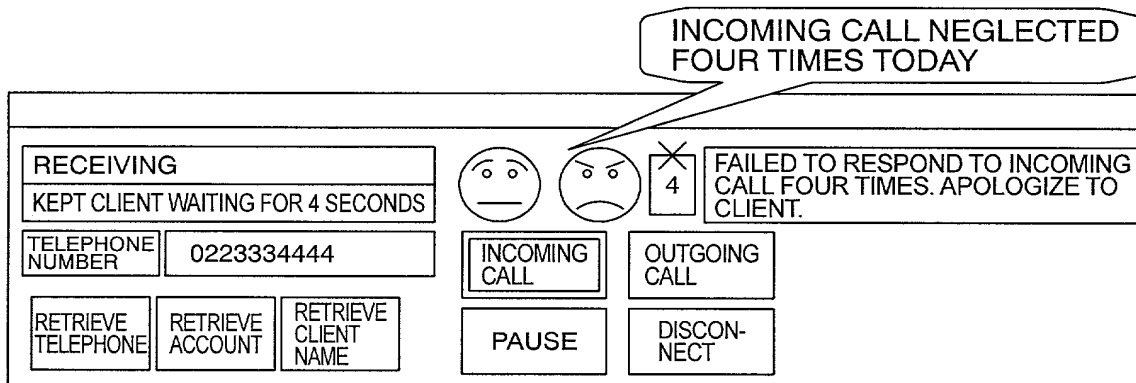
# FIG. 11A



# FIG. 11B



# FIG. 11C



TOP SECRET

FIG. 12

RINGING KEPT CLIENT WAITING FOR 20 SECONDS		RETRIEVE TELEPHONE		RETRIEVE CLIENT ACCOUNT		RETRIEVE CLIENT NAME		PAUSE		DISCONNECT	
TELEPHONE NUMBER 0223334444		INCOMING CALL		OUTGOING CALL							
CLIENT INFORMATION			DEALING HISTORY			DEALING PATTERN					
MAIL ACCOUNT	5	taro 01	CLIENT IDENTIFICATION	INDIVIDUAL (GENERAL)							
CLIENT NAME	TARO YAMADA										
ADDRESS	980-0011 TOKYO JAPAN										
ACCESS POINT	AP TOKYO			SERVICE STARTED ON:	99/01/07						
CONTENTS OF CONTRACT	PERSONAL CONTRACT (GENERAL)			¥ 2,000	99/01/07						
CONTENTS OF CONTRACT 2	WWW INFORMATION ORIGINATING SERVICE			¥ 14,000	99/06/17						
CONTENTS OF CONTRACT 3											
0223334444 0191112222 2:15PM FEBRUARY 14 (MON.)				INTO INCOMING CALL WAITING STATE							